



Kyndryl Report: Why Most Businesses Are Not Yet Winning With AI

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- 71% of business leaders say their workforces are not ready to successfully leverage AI
- CEOs and CIOs/CTOs have different views on AI's workforce impact
- A small group – 14% of companies – is deploying AI for commercial use while future-proofing their workforces

NEW YORK, May 29, 2025 /PRNewswire/ -- A new global study released today by [Kyndryl](#) (NYSE: KD), a leading provider of mission-critical enterprise technology services, found that only a small number of organizations have taken steps to align their workforce strategies with the growth of AI technology. Those that have done so have positioned themselves ahead in the race to deliver positive return on investments in the technology.



Based on a survey of more than 1,000 senior business and technology executives across 25 industries and eight geographies, Kyndryl's first [People Readiness Report](#) reveals a striking gap between AI investment and workforce preparedness:

- **95%** of businesses have invested in AI
- **71%** of leaders say their workforces are not yet ready to successfully leverage the technology
- **51%** believe their organizations lack the skilled talent needed to manage AI
- **45%** of CEOs think most employees are resistant or even openly hostile to AI

Workforce readiness varies by industry. Businesses in [Banking, Financial Services](#) and Insurance report the highest levels of preparedness, while [those in Healthcare](#) report trailing behind.

"Only a small group of businesses have been able to harness AI successfully for business growth," said Michael Bradshaw, Global Practice Leader for Applications, Data and AI. "This report shows that while data architecture and technology infrastructure are key pieces of the puzzle, organizations that do not prioritize their workforces will miss out."

Despite widespread attempts at implementation, most organizations are not currently benefiting from game-changing use cases that will drive new products and services for their customers. Generative AI tools are the most popular use case reported by those surveyed, yet only 4 in 10 leaders report using AI-powered insights to enhance decision-making or unlock growth for their business. Just one-fifth of leaders say the primary use case of AI at their organization is to develop new products and services for customers.

Yet this research also reveals that a small subset of AI Pacesetters has leveraged AI for business growth while addressing workforce readiness. They are making strategic workforce decisions and seeing benefits across their employee population. Pacesetters are uniquely addressing [3 key barriers that are inhibiting AI adoption](#), and they are seeing benefits from their actions across:

1. **Organizational change management:** AI Pacesetters are **three times more likely** than others to report a fully implemented change management strategy for AI in the workplace.
2. **Lack of employee trust in AI:** AI Pacesetters are **29% less likely** to cite fears around AI affecting employee engagement.
3. **Skill gaps:** AI Pacesetters are **67% more likely to agree** that their organization has the tools and processes to accurately inventory the skills employees currently have. Four in 10 report no skills challenges at all.

"Preparing your workforce for the era of AI is easy to say, hard to do and an urgent imperative for business leaders," said Maryjo Charbonnier, Chief

Human Resources Officer at Kyndryl. "At Kyndryl, we run an entire ecosystem of culture and systems that readies our people and our business for continuous change. It's about anticipating the business impacts of AI, understanding and integrating your skill data with your customer demand and having a multi-pronged approach for equipping employees to build the skills they need and learn to effectively use generative AI tools in their work."

Compared to CIOs and CTOs, CEOs are far more likely to say their organization is still in its early stages of AI, and two and a half times more likely to say their infrastructure is inadequate to support it. This difference also extends to how they choose to solve AI-related workforce challenges and the individual skills they believe their organization needs to be successful. CEOs are far more likely to turn to outside talent rather than upskilling their own employees.

"The encouraging news is that businesses that can get alignment at the top are not only marching in the same direction, but are seeing benefits," said Kim Basile, Chief Information Officer at Kyndryl. "This work isn't easy, but aligning technology strategies with broader business goals is the top action leaders need to take to fully benefit from AI."


To read the full report, visit [Kyndryl's People Readiness Report](#).

About Kyndryl

Kyndryl (NYSE: KD) is a leading provider of mission-critical enterprise technology services offering advisory, implementation and managed service capabilities to thousands of customers in more than 60 countries. As the world's largest IT infrastructure services provider, the Company designs, builds, manages and modernizes the complex information systems that the world depends on every day. For more information, visit www.kyndryl.com.

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